

ABSTRACT OF THE DISCLOSURE

An automated system coordinates, controls and polices installation of customer premise equipment (CPE) for telecommunications services and provides continuing service assurance. The system verifies equipment availability on service request, schedules a qualified technician to install the CPE, and assigns distribution equipment resources to the CPE. The system notifies the technician of the installation date. The equipment resources are auto-assigned to the CPE to facilitate installation procedures. The system also auto-detects installation of the CPE and auto-enables service when the CPE is installed. Customer record creation and maintenance is automatic, and installation or operation of unauthorized equipment is inhibited. Post-installation monitoring and automatic scheduling of repair for system or equipment faults ensures continuing service assurance. The advantage is reduced service delivery time, reduced operations costs and increased customer satisfaction.

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